



## Activity Highlights

FY 2005 – 2006

*With the addition of new staff, the California Office of Privacy Protection was able to handle a 21% increase in the number of people contacting the Office for information and assistance and a 65% increase in the number of educational workshops and seminars conducted. Educational efforts were focused on higher education and on veterans, to help them protect themselves following a major privacy breach.*

### EDUCATION AND INFORMATION

#### Consumer Education Materials

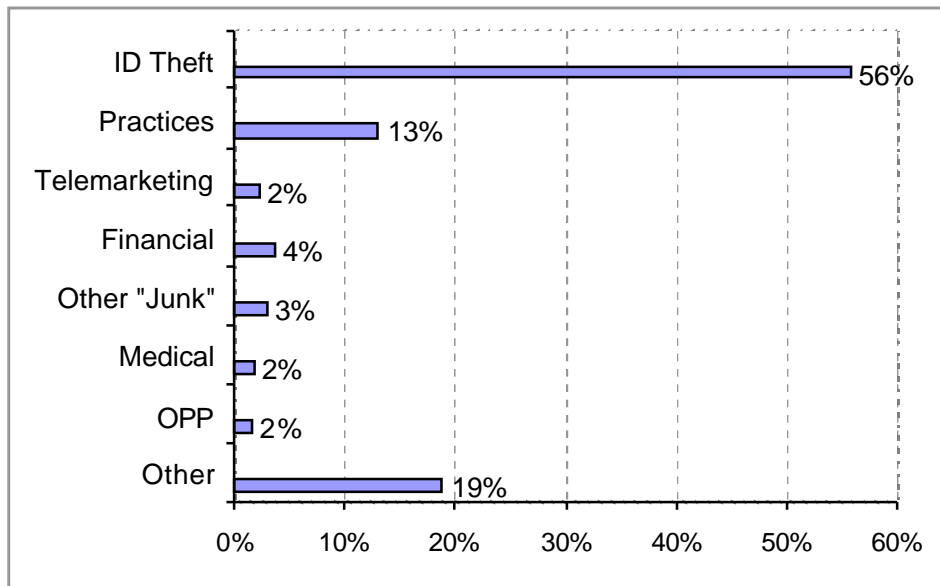
- § CIS 11 How to Order Your Free Annual Credit Reports (2/06)
- § Updated six Consumer Information Sheets, including translation into Spanish and Chinese (2/06):
  - CIS 1 Top 10 Tips for Identity Theft Prevention
  - CIS 3 Identity Theft Victim Checklist
  - CIS 3A Fraudulent Account Information
  - CIS 5 Leave Me Alone!
  - CIS 10 How to Freeze Your Credit Files
  - CIS 11 How to Order Your Free Annual Credit Reports
- § Developed informational materials to assist public officials in exercising their online privacy rights under new law (AB 1595 of 2005) and posted on new Public Officials Web page.

#### Workshops and seminars

- § 50 for consumer and community groups, with average attendance of 68, including:
  - 17 workshops for veterans and service people, in response to the VA security breach of May 2006

	<ul style="list-style-type: none"> <li>• 7 town hall meetings in legislative districts</li> </ul> <p>§ 41 for business, government and professional groups, with average attendance of 66, including:</p> <ul style="list-style-type: none"> <li>• 5 sessions at higher education conferences</li> <li>• 9 workshops on privacy and security best practices for state employees</li> </ul> <p><i>Teaming Up Against Identity Theft: A Summit on Solutions</i></p> <p>§ Assisted in putting on Los Angeles event, attended by nearly 1,000, presented by Governor Schwarzenegger, State and Consumer Services Agency, Department of Consumer Affairs and California Office of Privacy Protection, and hosted by California District Attorneys Association.</p> <p>§ Coordinated and recruited instructors for 12 training classes for consumers, businesses, government, law enforcement, prosecutors, higher education, and notaries.</p>
BEST PRACTICES	<p>§ Updated <i>Recommended Practices on Notice of Security Breach</i> (4/06)</p> <p>§ Updated <i>A California Business Privacy Handbook</i> to include new laws and practices (9/05)</p> <p>§ Developed first version of <i>State Government Privacy Practices Handbook</i> (6/06)</p>
PROMOTING PRIVACY THRU ADVISORY COMMITTEES	<p>§ Participated as member of High Tech Crime Advisory Committee - Penal Code § 1346.6</p> <p>§ Participated as member of State Chief Information Officer's IT Council</p> <p>§ Participated as member of California REAL ID Steering Committee and as co-leader of Privacy and Security Work Group</p> <p>§ Participated as member of U.S. Department of Homeland Security's Data Privacy and Integrity Advisory Committee</p>
CONSUMER ASSISTANCE	<p>Calls and e-mails</p> <p>§ Responded to 5,015 calls, e-mails, and letters.</p> <p>§ 91% from consumers, 5% from businesses, 4% from government.</p> <p>Security breach assistance</p> <p>§ Responded to 1,117 calls and e-mails (included in total above).</p> <p>§ Provided businesses and state agencies with assistance in responding to breaches and drafting notices.</p>

## Calls and E-Mail to Office of Privacy Protection 7/05-6/06



ID THEFT: victims & concerns. PRACTICES: business practices & privacy laws. OTHER "JUNK": faxes, mail, spam. OTHER: general privacy concerns & non-privacy issues.